

# TERMS AND CONDITIONS

- These terms and conditions (“Terms”) govern the use of services made available on or through the Repair India platform and/or the mobile app (collectively, the “Platform”, and together with the services made available on or through the Platform, the “Services”). These Terms also include our privacy policy, available at [Privacy Policy](#) and any guidelines, additional, or supplemental terms, policies, and disclaimers made available or issued by us from time to time (“Supplemental Terms”). The Privacy Policy and the Supplemental Terms form an integral part of these Terms. In the event of a conflict between these Terms and the Supplemental Terms with respect to applicable Services, the Supplemental Terms will prevail.
- The Terms constitute a binding and enforceable legal contract between Repair India and you, a user of the Services, or any legal entity that books Pro Services on behalf of end-users. By using the Services, you represent and warrant that you have full legal capacity and authority to agree to and bind yourself to these Terms. If you represent any other person, you confirm and represent that you have the necessary power and authority to bind such person to these Terms.
- By using the Services, you agree that you have read, understood, and are bound by, these Terms, as amended from time to time, and that you will comply with the requirements listed here. These Terms expressly supersede any prior written agreements with you. If you do not agree to these Terms, or comply with the requirements listed here, please do not use the Services.
- The Services include the provision of the Platform that enables you to arrange and schedule different home-based services with independent third-party service providers of those services (“Service Professionals”). As a part of the Services, Repair India facilitates the transfer of payments to Service Professionals for the services they render to you and collects payments on behalf of such Service Professionals.
- The services rendered by Service Professionals are referred to as “Pro Services”. The term “Services” does not include the Pro Services. RI does not provide the Pro Services and is not responsible for their provision. Service Professionals are solely liable and responsible for the Pro Services that they offer or otherwise provide through the Platform. RI and its affiliates do not employ Service Professionals, nor are Service Professionals agents, contractors, or partners of RI or its affiliates. Service Professionals do not have the ability to bind or represent RI.
- The Platform is for your personal and non-commercial use only, unless otherwise agreed upon in accordance with the terms of a separate agreement. Please note that the Platform is intended for use only within India. You agree that in the event you avail the Services or Pro Services from a legal jurisdiction other than the territory of India, you will be deemed to have accepted the RI terms and conditions applicable to that jurisdiction.
- The Services are made available under various brands owned by or otherwise licensed to RI and its affiliates.
- A key part of the Services is RI’s ability to send you text messages, electronic mails, or WhatsApp messages, including in connection with your bookings, your utilisation of the Services, or as a part of its promotional and marketing strategies. While you may opt out of receiving these text messages by contacting RI at [privacy@repairindia.com](mailto:privacy@repairindia.com) or through the in-Platform settings, you agree and acknowledge that this may impact RI’s ability to provide the Services (or a part of the Services) to you.
- In certain instances, you may be required to furnish identification proof to avail the Services or the Pro Services, and hereby agree to do so. A failure to comply with this request may result in your inability to use the Services or Pro Services.
- **RI Credits:**
  1. RI may, in its sole discretion, offer promotional codes that may be redeemed for credits, other features, or benefits related to the Services, and/or Pro Services, subject to any additional terms that may apply on a promotional code (“RI Credits”).
  2. You agree that:
    - i. You shall use RI Credits in a lawful manner, and only for the purposes specified by such RI Credits.
    - ii. You shall not duplicate, sell, or transfer the RI Credits in any manner (including by posting such codes on a public forum) unless you have RI’s express prior consent to do so.
    - iii. RI Credits may be disabled by RI at any time for any reason without any liability to you.
    - iv. RI Credits are not valid for cash.

v. RI Credits may expire prior to your use.

3. RI may, at its sole discretion, provide only certain users with RI Credits that may result in different amounts charged for the same or similar services obtained by other users.
4. RI reserves the right to withhold or deduct credits or other features or benefits obtained through the use of RI Credits, by you or any other user, if RI reasonably determines or believes that the use or redemption of the RI Credits was in error, fraudulent, illegal, or in violation of the applicable RI Credit terms or these Terms.

## REATION

- You warrant that all information furnished in connection with your Account is and shall remain accurate and true. You agree to promptly update your details on the Platform in the event of any change to or modification of this information.
- You are solely responsible for maintaining the security and confidentiality of your Account and agree to immediately notify us of any disclosure or unauthorized use of your Account or any other breach of security with respect to your Account.
- You are liable and accountable for all activities that take place through your Account, including activities performed by persons other than you. We shall not be liable for any unauthorized access to your Account.
- You agree to receive communications from us regarding (i) requests for payments, (ii) information about us and the Services, (iii) promotional offers and services from us and our third party partners, and (iv) any other matter in relation to the Services.

## ENT

- Our Platform may contain interactive features or services that allow users who have created an account with us to post, upload, publish, display, transmit, or submit comments, reviews, suggestions, feedback, ideas, or other content on or through the Platform ("User Content").
- As part of the effective provision of the Services and quality control purposes, we may request reviews from you about Service Professionals and you agree and acknowledge that Service Professionals may provide reviews about you to us. You must not knowingly provide false, inaccurate, or misleading information in respect of the reviews. Reviews will be used by us for quality control purposes and to determine whether Customers and Service Professionals are appropriate users of the Platform. If we determine at our sole discretion that you are not an appropriate user, we reserve the right to cancel your registration and remove you from our Platform.
- You grant us a non-exclusive, worldwide, perpetual, irrevocable, transferable, sublicensable, and royalty-free licence to (i) use, publish, display, store, host, transfer, process, communicate, distribute, make available, modify, adapt, translate, and create derivative works of, the User Content, for the functioning of, and in connection with, the Services and (ii) use User Content for the limited purposes of advertising and promoting the Services, or furnishing evidence before a court or authority of competent jurisdiction under applicable laws.
- In connection with these Terms and the licences granted under this clause, you hereby waive any claims arising out of any moral rights or other similar rights relating to the User Content.
- You agree and acknowledge that RI may, without notice to you, remove, or otherwise restrict access to User Content that, in its sole discretion, violates these Terms.

## O USE DATA

- You agree that we may, in accordance with our Privacy Policy, collect and use your personal data. The Privacy Policy is available at [Privacy Policy](#) it explains the categories of personal data that we collect or otherwise process about you and the manner in which we process such data.
- In addition to any consent you may provide pursuant to the Privacy Policy, you hereby consent to us sharing your information with our affiliates or other third party service provider's. We may use information and data pertaining to your use of the Services for provision of the Services, analytics, trend identification, and purposes of statistics to further enhance the effectiveness and efficiency of our Services, and provision of beneficial schemes, new offers, and for experience enhancement.
- Subject to applicable laws, we may be directed by law enforcement agencies or the government and related bodies to disclose data in relation to you in connection with criminal or civil proceedings. You understand and agree that in such instances we shall have the right to share such data with relevant agencies or bodies.

- Orders: The Platform permits you to request various Pro Services at a time of your choosing based on available slots. To make a booking, you should follow the instructions on the Platform and provide necessary information. We use reasonable efforts to enable you to find a Service Professional who is able to provide that service at the requested time. If, in the unlikely event we cannot find a Service Professional for the specific timeslot, we will contact you to find an alternative time.
- Confirmation: Once you place a request we will provide confirmation of the booking via SMS, email or a push notification. Once your booking has been confirmed, you will be required to make the payment in accordance with these Terms or as indicated on the Platform. Once a Service Professional has been identified for the requested Pro Services, you shall receive confirmation in App or via SMS, email or a push notification.
- Cancellations: Bookings that are cancelled before confirmation on the Platform will not be charged. RI's cancellation policy sets out applicable cancellation fees.
- Substitution: In case of the unavailability of, or cancellation by a selected Service Professional, we will offer you a substitute of the Service Professional from among our registered Service Professionals.